

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

SUPPORT SERVICE SERIES

<u>TITLE</u>	<u>POSITION CODE</u>
SUPPORT SERVICE WORKER	44238
SUPPORT SERVICE LEAD	44225
SUPPORT SERVICE COORDINATOR I	44221
SUPPORT SERVICE COORDINATOR II	44222

Effective: 9-23-98

SERIES DISCUSSION:

The purpose of the Support Service series is primarily to provide an opportunity for career progression within the various support service functions in a State facility or institution. Support service functions of a State facility or institution typically include dietary, laundry, housekeeping, clothing service, and grounds maintenance. Assignment to a level of the Support Service series makes it possible for one position to be assigned duties and responsibilities within one support service unit which are identifiable to a specific support service function or two positions to be assigned duties and responsibilities which are recognized to be a blend of two or more support service functions. In either situation, a position may be assigned minimal duties and responsibilities within a clinical context.

SUPPORT SERVICE WORKER

POSITION CODE: 44238

DISTINGUISHING FEATURES OF WORK:

Under direct supervision, in one or more of the support service functions of a state facility or institution, completes routine, repetitive tasks assigned without close or continuing supervision, and is given increasingly complex duties such as operation and simple maintenance of standard equipment and machinery, completion of simple clerical records pertaining to activities performed, and/or assisting with training of lower level workers upon request of supervisor.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Performs routine food service tasks in the kitchen, storeroom, dining room or other dietary area of the institution; assists in preparing foods for cooking and in cooking operations; prepares fresh vegetables, reconstitutes milk, grinds meat, cleans fruits, poultry and other foods for cooking; makes coffee, salads, and sandwiches; operates griddle to prepare fried eggs, french toast, or pancakes; dates, labels, and stores food supplies in pantry, walk-ins and freezers; measures food stuffs, following charts, schedules and recipes; lifts and carries foodstuffs from cart to freezer and from freezer to shelving in cooler; washes dishes, trays, pots, pans, utensils, glasses and other dining ware; washes and sanitizes pots and pans used in food preparation and service; empties and puts away steam table pans from cabinets; cleans and sanitizes food delivery carts and organizes carts for next meal; pushes food cart from central dietary area to the living units or recipient dining areas; serves or dishes prepared foods onto plates or trays; maintains portion and temperature control and complies with prescription formulas, nutritional, or modified diet prescriptions; cuts cakes, pies, and butter; fills condiment containers; serves beverages; takes inventory and keeps daily records of nourishments, leftovers, refrigerator and freezer temperature; checks groceries and food receipts according to requisition lists and menus; tallies items received; stores and rotates food properly; marks menus for food carts and cook's sheets; cleans and maintains sanitary standards of kitchen, washing, scrubbing, mopping, dusting, polishing or waxing floors, walls, windows, woodwork, furniture, appliances, fixtures and equipment; operates and maintains cleaning equipment within the kitchen area; reports equipment malfunction or failure and safety and health hazards to the supervisor.
2. Assists and instructs recipients in performing institution housekeeping duties and maintaining the cleanliness and sanitary environment of assigned building areas; sweeps, scrubs, mops, strips, seals, waxes and buffs floors; sweeps and cleans halls, stairs and bathrooms; washes walls, windows, water fountains and mirrors; cleans and polishes furniture, woodwork, ventilating and light fixtures; dusts and cleans appliances, televisions, and video players; cleans rugs, drapes, and venetian blinds; cleans, sanitizes and disinfects tubs, urinals, shower stalls, sinks, and tile or floor surfaces; cleans and removes trash from waste baskets, relining containers as needed and assuring appropriate disposal of trash and infectious waste; operates a variety of cleaning machines and equipment, exercising appropriate safety precautions in the use and handling of supplies, tools, and equipment; reports building equipment shortages and necessary repairs to supervisor; recommends furniture and furnishing replacements; maintains adequate cleaning supplies for assigned area; keeps records and inventories; prepares and submits logs, reports and housekeeping compliance check sheets.

SUPPORT SERVICE WORKER (Continued)

3. Gathers soiled clothing and linens and transports to the washing area; counts and sorts laundry by type and washer capacity; checks clothes for foreign objects and other personal items; operates laundry machines, including washers, dryers, extractors, tumblers, presses, and irons; assures correct chemicals, temperature and machine settings are used; sorts and folds clean laundry; inspects articles for rips, loose stitching, or wear and condemns or sends article for repair; maintains residents' wardrobes; measures residents as requested to determine their correct size; inventories clothing in the condemning and preparing of requisitions; purchases new clothes according to well-established guidelines, traveling to local stores; receives, receipts and marks new clothing; sorts and distributes clothes to proper residents, assuring appropriate fit and sending clothing for alteration as necessary; cleans work area, machinery and equipment; prepares and maintains simple records and inventory of supplies, reordering when necessary.
4. Performs a variety of unskilled and semi-skilled work below the journey level in grounds maintenance, snow removal, and upkeep of buildings, automobiles and roadways; mows grass using power and hand mowers; assists in the removal of trees and shrubs; applies fertilizers, herbicides, and insecticides as directed; operates power and hand equipment for snow and ice removal; cleans and maintains window wells, service tunnels and sidewalks; assists in the upkeep of the grounds; makes minor repairs to roadways, including patching asphalt; maintains, repairs, and paints hand and power tools and equipment, including washing and minor maintenance of automotive equipment; assists in moving equipment and supplies from one location to another within the facility; maintains simple records related to assigned duties.
5. Obtains, transports, and delivers medication cassettes and physician's prescription orders to and from the Pharmacy and the recipient living units; picks up lab reports, sorts and distributes to the appropriate units; picks up and delivers Recipient Master Records to and from the Medical Records Department and the recipient living units; packs and delivers food and milk boxes from the kitchen to recipient living areas; loads food into boxes according to menus for each home; loads boxes onto truck using conveyor belts; drives food service truck to deliver food; unloads boxes at each living area; fills extra food orders and special diet orders according to the dietary menu; delivers special orders; unloads frozen entree trucks; uses lifts, hand trucks and dollies to unload produce from semi-trailer.
6. Serves as commissary sales clerk, taking and filling orders, receiving money for goods and making change, and accounting for sales receipts at the end of each day; prepares work orders and schedules; requisitions and maintains inventory for the area; prepares and submits monthly reports reflecting activities of the area.
7. Performs other duties as required or assigned which are reasonably within the scope of duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of High School supplemented by six months experience in the support service functional area to which assigned.

SUPPORT SERVICE WORKER (Continued)

Knowledges, Skills and Abilities

Requires working knowledge of routine tasks commonly found in the area of assignment.

Requires skill in the basic operation machinery and equipment found in the assigned area.

Requires ability to instruct others in simple methods and procedures common to the area.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

May require ability to travel within and outside of the work location.

May require ability to communicate in sign language at the intermediate proficiency level.

May require ability to perform heavy physical work.

SUPPORT SERVICE LEAD

POSITION CODE: 44225

DISTINGUISHING FEATURES OF WORK:

Under general supervision, serves in a group leader capacity, or perform duties of a comparable responsibility, in one of the support service functions of a state facility or institution; patient/resident contact is usually on a planned basis, and may include instruction or direction as part of a work therapy patient treatment program; inspects work areas to ensure maintenance standards are met and prepares records and/or reports reflecting activities of area.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Functionally directs lower level workers performing duties in assigned areas; sets priorities and reviews work; monitors the activities of lower level workers to assure accurate and timely performance; provides feedback orally and in writing and discusses problem areas with employees; provides guidance and on-the-job training to lower level staff; ensures quality control by conducting quality assurance and improvement checks to maintain and improve levels of service and performance consistent with established standards; inspects work areas to ensure established standards are met.
2. Serves as relief shift coordinator in the absence of higher level Coordinators; schedules staff work assignments and calls in employees for overtime as necessary; assists in the preparation of work schedules; provides input to the supervisor in performance evaluations of lower level employees.
3. Directs facility recipients assigned to the work area; assigns and reviews work activities; guides and trains recipients in the performance of duties and work requirements; provides performance information for treatment planning and evaluation.
4. Performs routine support service duties as well as those requiring advanced or technical skills; carries out the more complex operation and maintenance of machinery and equipment; assists in the purchasing, receiving, storing, display, and retail sale of a variety of merchandise; posts to accounts, enters adjustments, and notifies the appropriate office of balances and the need to transfer funds; prepares work orders and schedules; requisitions and maintains inventory for the area; prepares and submits reports reflecting activities of the area.
5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill, and mental development equivalent to completion of High School supplemented by one year of experience in the support service functional area to which assigned.

SUPPORT SERVICE LEAD (Continued)

Knowledges, Skills and Abilities

Requires thorough knowledge of methods and procedures to accomplish assignments in the area of responsibility.

Requires skill in the operation and maintenance of machinery and equipment in the assigned area.

Requires ability to maintain records and prepare reports.

Requires ability to prepare work orders and schedules and requisition and maintain inventory of supplies.

Requires ability to communicate clearly in English, both verbally and in written form.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

May require ability to communicate in sign language at the intermediate proficiency level.

May require ability to travel within and outside of the work location.

May require ability to perform heavy physical work.

SUPPORT SERVICE COORDINATOR I

POSITION CODE: 44221

DISTINGUISHING FEATURES OF WORK:

Under direction, coordinates the activities of staff assigned to a major portion of the support service area of a State facility or institution such as dietary, laundry, housekeeping, clothing service, or grounds maintenance; serves as shift coordinator for a facility-wide service or as coordinator of the service for a major treatment or residential unit or a major segment of the service function such as Residential Dietary, scheduling work and overseeing the performance of duties, maintaining operating records, and preparing routine or special reports as requested or required by the superior; as an overall assistant to a higher level Support Service Coordinator, serves as the relief facility-wide service coordinator, directing and monitoring all subordinate staff activities in the service area.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Approves, schedules, directs and coordinates the activities of lower level Support Service staff; maintains written work schedules, approval of vacations, holidays, personal time and sick leave; approves time-off requests in accordance with established guidelines and prepares daily staff attendance reports; makes changes to staff assignments as necessary as the shift progresses or as the result of call-off vacancies; oversees the collection of data and maintenance of necessary records for the preparation of required reports; provides on-the-job and in-service training for assigned staff to increase staff knowledge, skills, and efficiency and performs necessary follow-up; schedules staff for mandatory training; reviews and makes recommendations on performance evaluations of lower level staff.
2. Consults with superior concerning new advancements, techniques and methods of the service area; assists in the development and implementation of operational methods and procedures; demonstrates new equipment, techniques or products to assigned staff; monitors, evaluates, and provides follow-up to assure quality services are provided; maintains quality assurance and improvement checklists to maintain and improve levels of service and performance consistent with established standards; in accordance with established guidelines, updates and maintains the master manual; directs the implementation and maintenance of health, sanitation and safety standards; conducts inspections of equipment, supplies, storage and work areas; inspects sites to assure space and equipment are in proper order and required commodities are on hand; trains staff in proper health, sanitation and safety procedures.
3. Interprets and explains service area policies, regulations, and procedures to subordinates, other facility staff, recipients' relatives, and the general public; attends treatment team meetings and conducts area meetings with treatment or administrative managers to communicate issues, problems, complaints, or resolve problems.
4. Monitors stock of supplies and equipment for area; prepares requisitions and submits to supervisor for approval; prepares work orders for broken equipment; subject to management review and approval, maintains inventory in accordance with stock quotas and quality standards; informs supervisor of surplus.

SUPPORT SERVICE COORDINATOR I (Continued)

5. Coordinates and inspects work performance of outside contractors within the service area to ensure and verify presence of contractor and quality of performance required by contract specifications; discusses problem areas with the work site supervisor and recommends action; counsels workers concerning performance and advises work site supervisor of performance; reviews and signs contract monitoring forms; approves completion of such required work as pest control or window washing.
6. Performs a variety of tasks of a semi-skilled or advanced nature; personally assists in lower level support service duties as required.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill, and mental development equivalent to completion of High School.

Requires two years of experience, such as could be gained at the Support Service Provider level in one of the support service functional areas to which assigned.

May require possession of a valid Illinois Food Service Sanitation Certificate.

Knowledges, Skills and Abilities

Requires thorough knowledge of procedures to carry out responsibilities assigned to area, and working knowledge of methods applied to management.

Requires working knowledge of such areas as accounting, business management, and human relations.

Requires working knowledge of computer use and of word processing.

Requires ability to instruct others in procedures used in area.

Requires ability to communicate clearly in English, both verbally and in written form.

Requires skill in the operation and maintenance of all machinery and equipment found in the support service area.

Requires ability to coordinate section, within an area, with other sections of the area.

Requires ability to functionally direct subordinates, and schedule work activities.

May require ability to travel within and outside of the work location.

May require ability to perform heavy physical work.

SUPPORT SERVICE COORDINATOR II

POSITION CODE: 44222

DISTINGUISHING FEATURES OF WORK:

Under general direction, in one of the support service areas of a state facility or institution, functions as assistant to the Dietary Manager in the coordination of a total food services program; directs and functionally supervises all housekeeping services at a facility; or directs and coordinates a comprehensive support service program at a facility.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Coordinates the day-to-day activities of all sub-professional food services staff of the facility, including Support Service staff and Cooks engaged in food preparation, bulk food handling and storage, portion control, cafeteria line, tray line assembly, tray cart distribution, tray and ware washing and kitchen sanitation; schedules employee work assignments; prepares employee work schedules and time sheets for the Dietary Manager's approval; provides training to subordinates; assures that employee annual physicals are completed as scheduled; conducts inspections of equipment and facilities to ensure that Dietary security protocol is followed and proper safety and sanitation conditions maintained; oversees the receipt, storage and issuance of foods, supplies, and equipment; prepares delivery schedules of perishable supplies according to menus and special diet needs; based on cycle menu and recipe cards, determines daily food requirements and requisitions food accordingly; makes appropriate menu changes when needs arise or shortages occur; oversees the preparation of production sheets and portioning sheets; makes quantitative and qualitative analysis of food production; prepares and submits daily cash reports and transmits cash received; in the absence of the Dietary Manager, supervises and manages the Dietary Department.

2. As Chief Housekeeper, directs and coordinates all housekeeping services of the facility; develops and coordinates housekeeping services staffing plan, preparing monthly work schedules, completing time keeping records, and assuring sufficient staffing on a daily basis to meet work load needs; assigns duties to subordinates, distributes work load and assures required work is completed; coordinates work order requests, distributes and assigns work order request assignments and assures completion of assignment; inspects housekeeping services to determine quality of work, proper utilization of staff, and to assure infection control, sanitation, fire and safety standards are met; attends and participates in infection control meetings and other facility-wide activities; develops, directs, presents, and documents training for all housekeeping staff; convenes and documents monthly housekeeping services staff meetings; studies new cleaning methods and recommends purchase of products and equipment; develops, revises and implements the housekeeping service/cleaning plan and housekeeping services policies and procedures; monitors and directs contractual support services such as pest control, garbage removal, marble and metal restoration, and biomedical waste disposal.

SUPPORT SERVICE COORDINATOR II (Continued)

3. Plans and coordinates a facility-wide multi-service support program such as clothing, laundry and grounds services; establishes and coordinates priorities; assigns work according to workload and priorities, schedules and assigns tasks and training of subordinates; inspects services to determine quality of work, proper utilization of staff, and to assure infection control, sanitation, fire, safety, and other standards are met; provides input to the full line supervisor concerning performance evaluations of lower level Support Service staff; inventories property, supplies, and equipment to establish estimated usage and need for repair, replacement, or purchase; assures proper maintenance of support service tools and equipment; evaluates, selects, and recommends purchase or fabrication of property, supplies and equipment; prepares or approves requisitions; monitors and directs a variety of contractual support services; serves as a consultant to other programs and areas, participating in facility-wide committees as required or assigned.
4. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill, and mental development equivalent to completion of High School.

Requires two years of functional supervisory experience in the support service functional area to which assigned.

Knowledges, Skills and Abilities

Requires thorough knowledge of procedures used to carry out responsibilities assigned to the area and methods applied to its management.

Requires ability to coordinate all sections of an area into a cohesive whole.

Requires ability to communicate clearly in English, both verbally and in written form.

Requires ability to functionally supervise subordinates, and schedule work activities.

May require ability to perform heavy physical work.